

**HARTFORD, VT  
PARKS AND RECREATION  
DEPARTMENT**



**RISK MANAGEMENT MANUAL**

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## **Hartford Parks and Recreation Department Risk Management Manual**

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## **Hartford Parks and Recreation Department Risk Management Manual**

### **Policy Statement**

The Hartford Parks and Recreation Department will maintain a risk management program designed to minimize hazards that can result in personal injury, property damage or financial loss. The department will utilize the following means to implement the risk management.

- Have one staff member participate (Director) on the Town Safety and Wellness Committee.
- Work with the Risk Manager Consultant (Vermont League of Cities and Towns / PACIF Insurance representative) in specific areas related to the department programs, parks and facilities.
- Evaluate and update risk management manual annually (January).
- Provide staff with on going training programs that emphasize safety in the work place. This is to include volunteers.
- Maintain safety inspection procedures for parks, facilities and equipment.
- The manual will be reviewed and distributed to all employees.

### **I. Inspection Procedures**

It is the department's responsibility to reduce the risk of accidents through regular inspections and repairs. The following procedures are to be used for inspections:

#### **A. Park Inspections**

The Director and the Superintendent of Parks & Facilities will tour each park once a month to review park conditions and progress on park projects. Work orders will be completed for any necessary repairs. Weekly inspections (if not daily) of the general conditions of the parks by Park staff should occur while working at the park. In the event there is a park condition that is an emergency – repairs will take place within 24 hours – if not immediately.

### **B. Outdoor Theater, Open Air Shelter and Gazebo Inspections**

Weekly inspections (if not daily) of the general conditions of the facilities by Park staff should occur while working at the park. In the event there is a condition that is an emergency – repairs will take place within 24 hours – if not immediately. If necessary, the area of concerned should be closed off to public traffic.

### **C. Playground Inspections**

All playgrounds will be inspected biweekly according to a standard inspection form and placed on file at Rec Office. In the event there is a playground condition that poses a risk to injure or is in need of repair – that area/apparatus is to be closed off repairs will take place within 24 hours – if not immediately. Once a year, the Superintendent of Parks & Facilities will do a thorough playground audit of each playground structure utilizing standard inspection equipment instruments and record the inspection on a standard inspection form.

### **D. Wendell A. Barwood Arena (WABA)**

The **emergency procedures** as outlined in the WABA emergency plan manual are to be utilized in the event of a fire, physical plant or medical emergency.

1. During the **winter months**, snow and ice is to be removed from all emergency exit doorways and paths and from all general public exit and entrance ways. The outer perimeter road of the WABA is to be plowed and kept cleared, along with main yard of the facility.
2. During **ice rental season**, the mechanical equipment will be inspected / recorded daily utilizing the standard inspection form. The interior (locker rooms, bleachers, electrical room, bathrooms, entrance ways and all exits will be inspected according to the daily routine procedures. Work orders will be completed for any necessary repairs. In the event there is a major repair, the Superintendent of Parks & Facilities is to be contacted immediately. If the Superintendent of Parks & Facilities is not

available, the next person on the Action Plan for Facility Closure outline should be contacted.

#### **E. Municipal Pools & Other Treated Recreational Water Features**

1. **Pool Staff:** The municipal pools and pump house will be inspected daily by the Certified Pool Operator (CPO) prior to the opening of the facility utilizing the opening day procedures. The water quality inspection will be done every two hours and recorded on a standard inspection form under the guidance of the CPO. At the closing of the day, a thorough inspection of the pool will be completed utilizing the closing procedures.
2. **Park Staff:** The pool mechanical circulation and filtration systems will be inspected twice a week – to include a back-washing procedure.

#### **F. Equipment Inspections**

1. **Park Maintenance equipment** is to be inspected on a timely basis according to its respective operating manual. All equipment shall be given a visual inspection before being used by an employee. Equipment that is unsafe is to be taken out of service and tagged with a warning label.
2. **Youth Sports equipment** will be thoroughly inspected prior to issuing the equipment to a team. Any equipment deemed damaged will be discarded if it cannot be repaired to meet the manufacturer's label standards.

#### **G. Operation Equipment**

All operating equipment is to be inspected and serviced as prescribed in the operating manual. Each employee operating a piece of equipment must complete a training session on how to operate the equipment. Inspections and routine service repairs are to be recorded.

## **II. Facility Inspection Schedule**

For the purposes of maintaining (legal) VOSHA requirements the Wendell Barwood Arena and Municipal Pools will be inspected yearly (WABA in October

and Pools in June) by the VT Department of Labor and Industry and/or VT League of Cities and Towns.

### **III. Personal Protective Equipment**

All employees are required to provide personal protective equipment / clothing based on the type of equipment, machinery or supplies the employee is using. Proper use of personal safety equipment / clothing as required by the department is outlined in the respective staff manuals (Park Maintenance, Pool, and Day Camp).

### **IV. Accidents**

#### **A. Auto Accident Reporting Procedure**

Accidents of any nature must be recorded on the Town insurance reporting accident form within 24 hours of the accident. The forms are obtained and filed using the on-line reporting of claims on the Vermont League of Cities and Towns Web Page. The form will be submitted electronically and a certified submission copy will be emailed to the reporting staff. The electronic copy must be submitted to the Town Manager's Office.

#### **B. Employee Accident Reporting Procedure**

In the event an employee is injured "on the job" a worker compensation form must be completed within 24 hours of the accident. The forms are obtained and filed using the on-line reporting of claims on the Vermont League of Cities and Towns Web Page. The form will be submitted electronically and a certified submission copy will be emailed to the reporting staff. The electronic copy must be submitted to the Human Resources Director in the Town Manager's Office.

#### **C. Patron Accident / Incident Reporting Procedure**

If a participant (of any nature) of a department function is injured, a department accident form is to be completed and brought to the recreation office within 24 hours. In the event the participant required hospitalization, contact the Director (even if you need to call their home). All incidents with

patrons should be recorded on a department incident form. In addition, a first report of injury due to the accident/incident should be filed using the on-line reporting of claims on the Vermont League of Cities and Towns Web Page. The form will be submitted electronically and a certified submission copy will be emailed to the reporting staff. The electronic copy must be submitted to the Town Manager's Office.

**V. Hazardous Materials and "Right to Know"**

All chemical-related material will have a SDS sheet. The SDS sheets will be centrally located. A database of all materials (SDS sheets) will be maintained and kept on file at the recreation office and in the emergency management manual. SDS are required from the supplier/manufacture when the department purchases chemicals. It is the responsibility of the Parks and Facilities Director to assure the SDS materials is kept up to date.

All chemical storage areas will be secured from entry by the general public. All chemical products will be stored in location that meets the VOSHA standards.

**VI. Air Quality (Carbon Monoxide & Nitrogen Dioxide Monitoring) Only During Use of Petroleum Fueled Zamboni.**

1. Testing with portable Multi-Rae device will be done by trained staff.
2. Testing and documentation follows the Massachusetts Department of Public Health requirements # 105CMR 675.000.
3. Test samples are taken 20 minutes after re-surfacing has ended. This test shall be done twice during the week and once on weekends. All samples are taken at center ice or from the center of the bleacher area.
4. Written procedures and all test records will be kept in the Zamboni room notebook labeled "Gas Test Info".

**VII. Vandalism Action Plan**

The parks and facilities may experience random acts of vandalism. The department staff, volunteers and park neighbors are asked to report vandalism

immediately to the police department. If vandalism is found where safety devices and/or measures are disturbed due to the vandalism, the matter must be corrected immediately or closed off to the general public. To combat vandalism the department staff will complete the following procedures:

- ✓ Document vandalism by completing an incident report
- ✓ Contact the Hartford Police Department and make an official report
- ✓ Every effort will be made to repair vandalism within 48 hours
- ✓ The vandalism reports will be recorded
- ✓ When possible, park sites will be gated and a guardrail installed.
- ✓ Whenever possible, park practices will include vandalism-proofing.

## **VII. Major Storm Threat: Flood Procedures and Heat**

### **A. Rain - Thunder / Lightning Storms**

Safety of the patrons is paramount. The lightning procedure is to be followed. No child will be allowed to leave the premises of a department facility during a major thunder/lightning storm if he or she is alone. The child may contact a parent/guardian to arrange for a ride home. During camps, sporting events, special events and park maintenance projects, a designated shelter area should be predetermined in the event of a thunder/lightning storm. Wait at least 30 minutes after the lightning flash before resuming activities.

### **B. Snow Storm**

In the event of a major snowstorm, priority of snow removal will be concentrated at the public facilities that are open – primarily at the WABA. Programs will be canceled if it is deemed unsafe to travel. Gates are in place to close off the entrances to parking lots – as not to have vehicles get stranded (stuck) in the parking lots.

### **C. Flooding**

Our park system encompasses three major rivers. To avoid damages / loss to park amenities, any item that can be removed from the park grounds will be stored away during the closed season of the parks. In the event that the



parks are flooded, appropriate action will be taken to close off the flooded areas.

#### **D. Extreme Heat Conditions**

In the event that weather conditions are (or are forecasted to be) of extreme heat conditions over eight hours or longer, staff, volunteers and participants may be required to postpone their outdoor activities. Volunteer coaches should be trained to conduct, if not cancel, their practices in a manner that does not create heat exhaustion of their players. Day Camp and swim activities will be curtailed to indoor/shaded facilities. Recreation participants and staff will have access to fluids.

### **VIII. Waiver Forms**

#### **A. Program Waiver**

Waiver forms are required for all participants registered in a department program. Individuals under 18 years of age must have the waiver signed by a parent or legal guardian.

#### **B. Volunteer “Special Projects”**

Volunteers working on specialized projects are required to complete a volunteer application and a waiver form indicating that they understand the responsibilities of the volunteer and the type of work that the project may entail.

#### **C. Background Check Waiver**

Volunteers working with a vulnerable population (youth, elderly, and handicapped) are required to complete a waiver to allow the department to complete a background check. (see Appendix for Waiver forms).

### **IX. Program, Facility and Park Security Plans**

#### **A. Program Security Plan**

##### **1. Youth Sports**

- a. Coaches are required to complete a background check application once a year. Check is to be submitted and verified prior to start of program.
  - b. All volunteers are required to complete a Volunteer application form.
  - c. Coaches are asked to have a cell phone available in the event of an emergency
  - d. No child is to be left alone at a facility/park after a practice and/or game.
  - e. Coaches are required to attend coaches training sessions sponsored by the department.
2. Special Events (Annual Fireworks and Glory Days of the Railroad)
    - a. Police Department to coordinate pedestrian and vehicle traffic and on-site security.
    - b. Department full-time staff members are to carry two-way radios.
    - c. Event volunteers are required to attend a pre-planning training meeting.
  3. Only designated volunteers are allowed to handle concession and/or gate receipt funds.
  4. Venture Day Camp
    - a. Campers are not allowed to leave the camp premises without the staff knowing the person who is picking up the child – before the child will be released.

**B. Facility Security Plan**

1. Wendell A. Barwood Arena (WABA)
  - a. Facility Lock System
    - 1) Only full-time and seasonal part-time employees will be issued keys to the front door and maintenance entrance.
    - 2) Keys issued are to be recorded at the main office and WABA staff room
  - b. Chemicals and Cleaning Supplies

- 1) All custodial cleaning supplies are to be kept in the custodial closet. The closet is to be kept locked.
  - 2) SDS sheets are kept in a binder in the Zamboni Room.
  - 3) All chemicals and paints are to be stored according to the VOSHA requirements.
- c. Daily Routine Security
- 1) Staff members are required to follow the closing and opening procedures of the facility to assure that the building is secure and in safe condition.
  - 2) No funds are to be kept on the premises overnight. If the event start-up funds are required for the following day, funds are to be kept in the safe.
- d. Emergency Plan
- 1) Follow prescribed procedure as outlined in the WABA Emergency Plan.
- e. Working Conditions / Environment
- 1) When working alone – the exterior maintenance door is to remain closed.
  - 2) No unauthorized personnel are allowed in restricted areas
  - 3) The maintenance / Zamboni Room entry doors are to remain closed at all times.
  - 4) All exterior doors to WABA facility and out building are to remain locked when no staff member on-site.
2. Hartford Municipal Pools
- a. Facility Lock System
- 1) The Pool Director, Superintendent of Parks & Facilities and full time Park staff will be issued keys to the main gate of the pools, pump house and pool office.
  - 2) Keys issued are to be recorded at the main office.
- b. Chemicals and Cleaning Supplies

- 1) All custodial cleaning supplies are to be kept in the custodial closet. The closet is to be kept locked.
- 2) MSDS sheets are to be kept in a central location.
- 3) All chemicals are to be stored in according to the VOSHA requirements.
- 4) The main pump house is to be kept secured at all times.

c. Daily Routine Security

- 1) Staff members are required to follow the closing and opening procedures of the facility to assure the building is secure and in safe condition.
- 2) Staff members are required to attend pre-training/orientation meeting prior to the start of the season starting.
- 3) No funds are to be kept on the premises overnight. If the event starts-up funds are required for the following day, funds are to be kept in the safe.

d. Emergency Plan

- 1) Follow prescribed procedure as outlined in the Pool Emergency Plan.

C. Park Security Plan

1. Each site has an emergency 911-address number associated to the specific park. A volunteer or staff member can call 911 and give the park's address number.
2. Parks are closed from October through April.
3. The Town Parks Ordinance outlines specific security measures for the public parks.
4. Park Staff will receive basic training each year – scheduled in May and October.

## **X. Recreation Program Safety**

Program safety implies the safety of the participant enrolled in a department sponsored activity.

### **A. General Safety Procedures**

1. Instructors/Leaders:
  - a. Will have sufficient knowledge of the program/event to ensure safe instruction to the class or operation of the event.
  - b. Are to have access to a phone (cell phone)
  - c. Will record attendance
  - d. In the event of an accident, will be trained in how to report the accident.
2. Summer Recreation & Aquatic Staff Leaders:
  - a. Will be trained in CPR and First Aid
  - b. Utilization of a AED unit
  - c. Aquatic Staff Leads must be Lifeguard certified
3. Volunteer Youth Coaches:
  - a. Will be given sufficient training on emergency procedures, including recognizing potential head injuries leading to a concussion.
  - b. Will record attendance
  - c. Will have access to first aid kits
  - d. In the event of an accident, will be trained in how to report the accident.
  - e. Make available CPR/First Aid/AED training

## **XI. Employee Safety Training**

### **A. Training Programs**

1. The department will conduct seasonal orientation training programs prior to the beginning of the summer season.
2. Topics to be covered, but not limited to, will be blood pathogen, hostile situations, disruptive behavior, and use of equipment and emergency procedures.

3. Training sessions will be in-house and with professionals from outside the department.
4. Training sessions will be recorded, along with attendance.
5. Park maintenance staff will receive sufficient training in operating specialized equipment. No employee is to operate a piece of equipment without receiving prior training and approval. When appropriate, the staff will be required to attend training programs conducted by the Vermont League of Cities and Towns.

## **XII. Safety/Wellness Committee**

### **A. Town Safety Committee(s)**

1. The department will designate one person to serve on the Town Safety Wellness Committee. That person will update all staff on safety concerns pertinent to the operations of the department.
2. Internally, the department park staff will meet with the Director once a year (May) to discuss the importance of employee safety practices and keeping the parks and facilities safe.

## **XIII. Other Safety Procedures**

The following safety procedures (programs) are part of the Town of Hartford written Safety Plan

### **A. Lock-out, Tag-out procedure:**

In the event that any power tool, vehicle or motorized piece of equipment needs immediate mechanical repairs / service or adjustments because of safety or service needs, the following must take place:

**The following procedure must also be followed even if the machine is actively being worked on.**

1. Remove all sources of power and ignition.
2. Mount laminated placard of LOCK-OUT in an obvious location on the equipment.
3. Verbally notify any co-worker of LOCK-OUT status of said unit.
4. Secure facility that the equipment will be stored if machine must be left unattended.
5. Removal of LOCK-OUT placard can only be done by authorized operator, mechanic or supervisor.

**B. Confined Space**

1. See Appendix: Confined Space Program. This program is designed to establish minimum requirements and procedures for the safety and health of employees who may (do) work in, and in connection with, confined spaces.

**C. Bloodborne Pathogens**

1. See Appendix: Exposure Control Plan. The plan is designed to protect employees from the dangers which result from occupational exposure to bloodborne pathogens.
2. Each employee is to receive the department's blood borne pathogen manual and complete the respective application form. This procedure complies with VOSHA. The department will maintain a Bloodborne Pathogen Exposure Control Plan. An annual refresher course will be conducted yearly, before the summer season begins, by the Vermont League of Cities and Towns.

**D. Traffic Control Procedures**

1. All personnel involved in traffic control will be provided in-service training led by the Town Traffic Control Instructor.
2. Staff and volunteers will be issued appropriate orange vests and flags and/or flashlights.
3. The department will utilize roadblocks for major events that involve significant traffic control. Prior to the closing of a public road – the Hartford Police department are to be notified and any logistics of

closing the road to be coordinated with the police. A community event form and road closure form must be submitted to the Town Manger's Office.

4. The Hartford Police department will be contracted to control traffic on public roads and public right a ways when applicable.
5. A site plan will be developed for the major special events that require roadblocks and road closures.

#### E. Cooperation Efforts with the Town Departments Safety-Emergency Services

##### 1. Police Department

- a. The Director and the Superintendent of Parks & Facilities are the primary liaisons to the Department. The Director will be responsible to report problems to the department and/or follow-up on reports issued to the police department. The park staff is authorized to enforce all park ordinances that do not require professional law enforcement. If the park user or visitor refuses to comply with the request, staff should contact the Superintendent of Parks & Facilities or the Director. In an emergency, contact the Police Department. The park staff will receive in-service training from the Police Department twice a year in the fall (October) and spring (May).

##### 2. Fire Department

- a. The Director and the Superintendent of Parks & Facilities are the primary liaisons to the Fire Department. The Director will be responsible to report problems to the department and/or follow-up on reports issued to the fire department. The Fire Department can assist in emergencies that require rescues in the rivers and town forest. During special events, the EMT service should be contracted to be on location of the event. It is the responsibility of the Director or the Director's designee to contact and schedule the EMT services at large special events.



### 3. Public Works

- a. The Director is the primary liaison to the Department of Public Works. The Director will be responsible to report problems to the department and/or follow-up on reports issued to the police department. Large equipment and trucks may be necessary to assist in emergencies at the parks.

### F. Handling Evidentiary Items

Department staff should make every effort to preserve a crime scene in the same physical condition as the perpetrator left it – this includes vandalized sites prior to the police investigation. The employee should complete the following steps (as approved by the Hartford Police Department):

1. Contact immediate supervisor.
2. Supervisor will contact the police department.
3. Monitor the scene until the police arrive to ensure that the site is not disturbed by other staff and/or public.
4. The employee remains at the scene until relief by another Parks and Recreation staff employee or until police have arrived and assumed supervision of the site.

### G. Handling of Disruptive Behavior

The handling of disruptive behavior will vary depending on the level of the behavior. No Parks and Recreation employee is required nor expected to put themselves in harm's way. The primary goal is to avoid injury to staff or patrons and/or damage to public property. Listed below are general responses to behaviors that should be used by staff:

1. Angry Patron (physically under control)
  - a. Provide the patron the opportunity to express the cause for their displeasure.
  - b. Calmly reiterate the concern(s) to ensure you fully understand the issue.

- c. Calmly explain how the issue can be resolved. If you are unable to resolve the issue, explain that you will consult with your supervisor and the patron will be contacted as soon as possible with a response
  2. Angry patron (physically threatening situation)
    - a. Contact your supervisor or fellow staff member to assist you with the situation.
    - b. When assistance arrives, request that the patron calmly explain the situation. If possible, try to resolve the issue.
    - c. If the situation is becoming out of control (physical contact and/or verbal threats), call the police department and proceed to secure the area until the police arrive.
    - d. Complete and submit the incident report to your supervisor.

#### **H. Out of Control Situations**

Out of control situation include a physical fight, angry mob of people and unruly athletic spectators.

1. In the event of an athletic venue, the staff can implement the “Zero Tolerance” policy (see Appendix). If the spectator refuses to leave the premises, call the police department.
2. If the staff member(s) cannot resolve the problem safely, contact the police department.
3. If concerned with your own personal safety, proceed to secure the area until the police officer arrives. Do not try to take matters into your “own hands.”
4. Complete and submit an incident report to your supervisor.

#### **I. Covid Protocols for Re-Opening and Work from Home Guidelines**

### **CONTINUITY OF OPERATIONS PARKS AND RECREATION RE-OPENING GUIDE**

#### **CAMPS**

As is, with our scenario, we would have to split 80 weekly campers equally into 3 locations that are available to us with each location having 4 separate groups with each group having a max 7 campers utilizing separate facility amenities. Each of the camp locations will have a max of 28 campers. Each location will be operated as a camp of its own. 28 campers max. 4.5 staff and 3 CIT's for a total of 7.5 staff/CIT at each location. Total occupancy at each location 35.5 with each of the groups at a max of 9. Each of the 3 locations will have a site coordinator to oversee the 4 individual groups within each camp location.

- Returning campers will stay with the assigned group their entire enrollment period. Each staff member will remain with the same assigned group the entire enrollment period through the summer.
- The summer food program will provide snacks and lunch for each camp location. No outside food to be allowed.
- Physical distancing measures, depending on what they are, will have to be addressed and determined if they can be fulfilled with the above guidance in place. Encourage children to be 6 ft apart as much as possible.
- Enhanced cleaning procedures to be incorporated into each camp location. High touch surfaces, including bathrooms to be cleaned every hour or as needed.
- Campers and staff are not allowed to participate or work if they are sick
- Documented temperature checks each morning at check in. Staff and campers.
- Washing of hands upon arrival and following each scheduled activity.
- No use of board games or other toys.
- Gymnasium usage: 6ft distance while playing in the gym. All equipment used will be wiped down with disinfectant after each group use. No more than 2-groups to use the gym at one time. Max of 20.
- Outdoor fields and courts: 6ft distance while playing outside on fields and courts. All equipment used will be wiped down with disinfectant after each group use.

## **YOUTH SPORT PROGRAMS AND CLASSES**

Currently, we are hoping to modify our spring programs and offer them in the summer. In particular baseball/softball and possibly lacrosse.

- Focus on small groups of not more than 12 participants (skill development, drills and small sided game play)
- Participant distancing measures in place.
- Spectator distancing measure in place.
- For instructor led classes, limit size of group depending on space used. Outside space max of 20. Indoor space, 7 participants with max of 10 total occupants depending on the size of the classroom being used. (need a square footage to work with)
- Documented temperature checks prior to entering the class or program.
- Participant, instructors and coach volunteers are not allowed to participate if they are sick.
- Washing of hands upon arrival and following each class.
- Each class to be provided hand sanitizer for participants to use.

### **SPECIAL EVENTS – CONCERTS, MOVIES IN THE PARK**

Department will work with our local Health Officer to offer recommendations and any requirements for offering the special event program.

- Summer Concert Series – Provide social distancing guidance to folks participating. Families are allowed to gather together. Families and other spectators to be separated by 6ft distancing.
- Movie in the park – Provide a drive in movie, possibly at Lyman Park or provide the program with similar social distancing guidance used with Summer Concerts.
- Hurricane Hill Trail Run – Possibility to stagger starts to separate participants. No gathering for awards. Awards will be drawn and published for winner pick up at the Parks and Rec Office.
- Independence Day Celebration – Likely cancel due to inability to control mass crowding and lack of spectator viewing area for individual community observation.
- Glory Days – Cancel unless recommendations are made to downsize ride offerings. No entertainment or food vendors to be provided.

- Balloon Festival – Assist with parking under the recommendation of the local Health Officer.

## **OFFICE OPERATIONS**

- Open regular hours once the Stay Home-Stay Safe Order is released.
- Encourage paperless interactions with patrons. Push on-line registrations.
- Install credit card swipe outside the customer counter.
- Keep glass sliding doors closed during all transactions.
- Provide hand sanitizer for the patrons and staff at the customer counter.
- Disinfect counter hourly or as needed.
- Disinfect multi-user keyboards and any phones after each use.

## **PARK OPERATIONS**

- See Park Maintenance Manual for Covid Operations
- Public Bathrooms, when opened, must be cleaned twice per-day. Once in the morning upon staff arrival and prior to staff departure.
- Portable toilet stations are to have all touch points cleaned daily as required by the Public Health Department.
- Use of Tennis Courts will require patrons to maintain 6ft. of physical distance while playing tennis and/or pickleball.
- Use of Basketball Courts recommends distancing during play and limiting to 6 persons per-court.

## **PARK RENTALS**

- Seek guidance from local Health Officer to determine group usage.
- Approved group size will determine the permitted usage allowed for public park rentals.

#### **XIV. Risk Management Accounting Procedures**

##### **A. Employee Wellness and Safety**

To reduce the potential loss of workdays due to illness and/or accidents the department (via Town activities) staff will participate in a variety safety-training programs and be encouraged to participate in the Town sponsored wellness programs.

**B.** The primary agency that implements the department's risk management accounting is the Vermont League of Cities and Town (our insurance carrier). Once a claim is submitted to the carrier, the carrier will determine whether to pay the damages or not pay the damages. In the event the claim is not going to be settled, the Town Manager is to be notified.

**C.** The department will under go outside inspections conducted by the Vermont League of Cities and Town and Vermont Labor and Industry to assure all facilities meet VOSHA regulations.

**D.** Cash Handling of admission fees from the Arena and Pool should be handled as outlined in the Funds Handling Procedure (see Appendix).

**E.** Cash Handling of skate sharpening fees should be handled as outlined in the Skate Sharpening Procedure (see Appendix).

#### **XV. Communications**

**A.** Park staff will primarily use cell phones.

**B.** In the event of a major catastrophe, the Parks and Recreation Director will be the spokesperson to the media and if necessary to the respective patron(s) who may be involved in an incident.

**C.** Portable radios are to be utilized at major events. Each event supervisor will be required to have a radio in their possession. Cell phones will be used as a back-up.

**D.** Cell Phone roster to be established for each event

**XVI. Records and Recovery Plan and Procedures**

- A.** For the protection and recovery of electronic files the Department will conduct the following procedures: 1) weekly full backups, daily incremental backups, and continuous cloud backups. 2) Copies of backups are created and stored both onsite and offsite including the cloud. 3) Full backups are kept for a minimum of 2 weeks. 4) Backup and recovery operations are managed by the Town of Hartford IT Staff. To manage electronic documents the Parks and Recreation Department will utilize the Town of Hartford's Microsoft Windows file server and Laserfiche Document Management System. Document access and security is controlled by Windows Active Directory User Accounts and Security Groups. In order to minimize any potential loss or corruption of this data, the town employs a combination of Symantec Backup Exec and cloud based backup software to allow data to be readily recovered as necessary. The off-site computer terminal located at the arena is connected to an external drive for back-up. The external drive is periodically down loaded to the main computer for back-up. When necessary the appropriate off-site documents will be filed through the Laserfiche Document Management System.

## **Appendices**

Pool Rules  
Daily Chemical Report  
Pool Daily Maintenance Report  
Pool Closing Procedures  
Guard Rescue Report  
Lifeguard Statement Form  
Patron Statement Form  
Behavior Incident Report  
Daily Maintenance Report  
Pool Emergency Plan  
Accident Report  
Ventures Opening/Closing Procedures (duties)  
Ventures Conduct Slip  
Volunteer Coaches Emergency Procedures  
Park & Facility Incident Report  
Arena General Operational Guidelines  
Public Skating Procedures  
Medical Emergency Plan Arena (winter)  
Zamboni Blade Changing Procedure  
Zamboni Operation  
Municipal Arena Safety Completion check-off  
Refrigeration Inspection Data Sheet  
Ice Maintenance Record Form  
Arena Cleaning Check List  
Rink Operator Orientation Review Sheet  
Funds Handling Procedures (Arena)  
Skate Sharpening Procedure  
Daily Rink Report (attendance & funds)  
Park Closing Procedure (seasonal)  
Playground Inspection Form  
Program Registration Waiver/Release Form  
Zero Tolerance Policy  
Confined Space Program  
Exposure Control Plan  
Glory Days Risk Management (2005)